



California Work Opportunities and Responsibility to Kids Program

COMMUNITY SERVICE PLAN

In compliance with Assembly Bill 1542 and MPP Section 42-711.9, the County of Orange-Social Services Agency (SSA) will provide a community service program for CalWORKs recipients who have completed the 18 or 24-month time period as specified in MPP Section 42-710 and have not found unsubsidized employment sufficient to meet the minimum required hours of participation; and for whom

- the County has certified that no job is currently available to fulfill the minimum required hours of participation; and that
- the recipient continues to meet CalWORKs financial eligibility criteria.

Such recipients will be required to participate in community service activities for the number of hours required by MPP Section 42-711.4 unless fewer hours of community service participation are required by federal law.

CalWORKs assistance for any participant who fails to comply with community service requirements without good cause will be reduced in accordance with MPP Section 42-721.

SSA will establish and chair the Community Services Task Force. The Task Force will facilitate the Community Service Plan in a collaborative effort with representation from the local private sector, local education agencies, the county welfare department, organized labor, recipients of aid, and government, faith-based and community-based organizations providing job training and economic development.

The Community Service Program in Orange County will be developed under the following guidelines and principles:

1. Community service activities will be performed in the public and private nonprofit sector. Community service participants will not be referred to service sites that are considered commercial enterprises or are engaged in for-profit commercial activities. Participants and service site organizations will be advised that the participants will not receive wages, including in-kind wages, and otherwise will not be compensated for time spent in the Community Service Program. Further, participants will be advised that they will not be automatically entitled to a job at the service site upon completion of training.

The activities are to be clearly defined training and work experience programs developed and designed for the benefit of the participant. Participants will receive the immediate, primary and substantial benefit of the activities. Service site organizations will not be reliant upon such activities for their routine and overall operation.

2. The target population to be served consists of CalWORKs recipients who have completed their 18 or 24-month Welfare-To-Work time period, as applicable, and have not found unsubsidized employment sufficient to meet the minimum required hours of participation; and for whom
 - the County has certified that no job is currently available to fulfill the minimum required hours of participation; and that
 - the recipient continues to meet CalWORKs financial eligibility criteria.

This population will consist of individuals who have not been able to attain the goal of self-sufficiency within the state-specified time period. These individuals may have several and/or significant barriers to securing employment including but not limited to issues of behavioral/physical health, language/culture, education/aptitude, and social compatibility. These individuals may also have problems because competitive, full-time, unsubsidized employment may not be immediately obtainable. The individuals therefore will require intensive, ongoing support to successfully participate in community service activities.

3. Multidisciplinary teams shall be established and will be responsible for conducting training needs assessments for each participant no later than the third month prior to the end of a participant's Welfare-To-Work 18 or 24-month period. Each team will include a Welfare-To-Work case manager; a Health Care Agency (HCA) Behavioral Health Counselor; a HCA health care practitioner; a representative with employment and training expertise from a faith-based or community-based organization; and a job retention service provider.

Each multidisciplinary team will establish a system of triage and will have the objective of ensuring that the participants' individual job skills and abilities are compatible with the service site activities. Participants' physical and/or behavioral health needs will determine the necessity for intensive services, which may include special guidance, mentoring and job coaching. The multidisciplinary team will refer the participant to the selected service site organization. Each participant will have the opportunity to participate in the final recommendation of the multidisciplinary team. Upon referral to a faith-based service site organization, each participant will maintain the right to choose an alternative provider, in the event the participant objects to the religious character of the service site organization.

4. Community service activities will provide participants with job skills training that can lead to unsubsidized employment. The job skills training provided will have educational relevance, usefulness, and marketability. The activities will provide training in job skills, attitudes, and values that will prepare participants to enter, re-enter, and advance in the workforce. Unmet community needs have been identified and will be met through community service activities.

Activities will focus exclusively on identified job categories that will best meet the needs of the participants, as well as the community. Research material and local expertise have been utilized to establish primary occupational areas that are of high demand and will provide the best opportunity for participant success. The Community Services Task Force has worked with Workforce Investment Board staff, community college and Regional Occupational Program staff, community advocates, and Employment Development Department Labor Market Information to identify the following community service job categories:

- Child Care
- Clerical/Data Entry
- Domestic Care Giver/Certified Nurse Assistance
- Hospitality
- Food Service

To respond to the economic environment and changes in the job market, the identified job categories will be reviewed on an on-going basis and will be subject to revision.

5. Community service activities shall be designed to be temporary and transitional for the participants, and not permanent. The period of time spent by the participant in any clearly distinguishable activity classification will be specifically limited. Community service will be mandated for CalWORKs recipients who will have very limited time available for cash assistance. Most will be facing a lifetime ban of receiving assistance within 36 to 42 months. It is SSA's intention to enable the recipient to transition into unsubsidized employment prior to reaching the lifetime ban by providing appropriate job training.

Participants will be placed at service site organizations for no more than 6 months per activity. Additional activities such as education, training, and behavioral health services will be made available and count toward a participant's community service requirement to the extent that such activities are required for, or relevant to, the specific community service activity, and are established in the participant's Community Service Plan. Each activity will also include a job development and placement component. If this component does not result in unsubsidized employment to satisfy the required hours of participation, participants will be required to accept a subsequent placement in other suitable community service activities. This process will continue until the participant's 60-month time limit is reached.

6. Participants will be given adequate orientation and instruction prior to being required to perform a task or procedure. Goals and objectives for each participant will be clearly delineated. Participants will be under close supervision with systematic monitoring of progress. Feedback to participants on their performance will be consistently provided. There will be regular contact by the participants' case manager including timely response to any inquiries or reports of problems from the service site organization or participant. The case manager will consult with the multidisciplinary team on a biweekly basis, or as often as deemed necessary.

7. SSA will ensure that the supportive services such as child care, transportation, and ancillary services are available and accessible to each participant. Job retention services will be provided to meet individual needs, including development of interpersonal skills, parenting, and problem solving.
8. SSA will comply with the antidisplacement provisions set forth in MPP Section 42-720. Each service site organization will provide a written statement to the effect that a training position for a community service participant shall not be created as a result of, or shall not result in, any of the following:
 - Displacement or partial displacement of current employees, including, but not limited to, a reduction in hours of nonovertime and overtime work, wages, or employment benefits.
 - The filling of positions which would otherwise be promotional opportunities for current employees, except when positions are to be filled through an open process in which participants are provided equal opportunity to compete.
 - The filling of a position, prior to compliance with applicable personnel procedures or provisions of collective bargaining agreements.
 - The filling of established unfilled public agency positions, unless the positions are unfunded in a public agency budget.
 - The filling of a position created by termination, layoff, or reduction in work force, caused by the employer's intent to fill the position with a subsidized position pursuant to this plan.
 - A strike, lockout, or other bona fide labor dispute, or violation of any existing collective bargaining agreement between employees and employers.
 - The filling of a work assignment customarily performed by a worker in a job classification within a recognized collective bargaining unit in that specific service site, or the filling of a work assignment in any bargaining unit in which funded positions are vacant or in which regular employees are on layoff.
 - The termination of a contract for services, prior to its expiration date, that results in the displacement or partial displacement of workers performing contracted services, caused by the employer's intent to fill the position with a subsidized position pursuant to this plan.
 - The denial to a participant of protections afforded workers on the service site by state and federal laws governing workplace health, safety, and representation.
9. SSA will chair the Community Services Task Force. The Task Force shall discuss and make joint decisions regarding project development. SSA will ensure service site organizations have a full understanding of their obligations and rights. SSA will have final authority regarding participant assessment, identification of work projects, placements, and case management. Federal and state funds dedicated to the CalWORKs community service program will flow through SSA, which will manage the fiscal administration.
10. Service site organizations may require technical and/or financial assistance from SSA in their program design and implementation processes. SSA will provide technical assistance, including techniques in dealing with "hard to serve" clientele. Funding, staff training, site monitoring, site supervision and other services will be provided or facilitated by SSA to the extent they are necessary and available.

CERTIFICATION

THIS PLAN HAS BEEN DEVELOPED IN ACCORDANCE WITH THE APPROPRIATE FEDERAL, STATE, AND COUNTY LAWS AND REGULATIONS. THE TERMS OF THIS PLAN, INCLUDING ALL CERTIFICATIONS WITHIN THIS PLAN, AND ALL APPLICABLE LAWS AND REGULATIONS WILL BE FOLLOWED DURING THE IMPLEMENTATION AND EXECUTION OF THIS PLAN.

County Welfare Department Director's
Signature:

Chairperson of the Board of Supervisors
Signature:
